

West Virginia State Tax Department

How to Use **MyTaxes**

MyTaxes.WVTax.gov



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1. MyTaxes

1.1 Accessing MyTaxes

MyTaxes can be accessed from anywhere via the World Wide Web. The direct URL is: MyTaxes.WVTax.gov. Taxpayers can also navigate to MyTaxes via the link from the State Tax Department's internet site: www.state.wv.us/taxdiv

1.2 Navigate MyTaxes

Navigation in the MyTaxes site should be done using the on-screen navigation links. We recommend that users do not use the **Forward** and **Back** buttons on their web browsers toolbar.

Note: when users log out of MyTaxes they should **always close the web browser to ensure that none of their personal data remains in the computer's cache memory.**

1.3 Filers who used the Department's prior web filing site

User IDs and PIN numbers used on the Department's prior web filing site will not work with MyTaxes. The taxpayer must re-register to use MyTaxes.

1.4 Taxes currently on MyTaxes

BOT – Business & Occupation
LBR – Business Registration Renewals
CEM – Cemetery
CST – Consumer Sales
DPP – Direct Pay
EOD – Economic Opportunity Development
MFH – Factory Built Homes
FDY – Fiduciary
LSN – Sparklers & Novelties Renewals
SUT – Sales and Use
USE – Use
WLT – Wine & Liquor
WTH – Withholding

1.5 Frequently Asked Questions

Users who have questions while using MyTaxes should navigate to the [FAQs](#) link located at the bottom of every screen. From the Frequently Asked Questions page, select MyTaxes from the type of tax dropdown list and search.

1.6 MyTaxes with Safari

When using Safari web browser on your personal computer, press **Control – Shift – K** to allow pop-ups. This will enable MyTaxes to display on your machine.

2. Register for MyTaxes

2.1 Who can register for MyTaxes?

Anyone who is registered to pay taxes in the state of West Virginia is eligible to use MyTaxes. At this time, MyTaxes is set up to only work with certain business taxes. Please refer to the list on the main MyTaxes web page for the complete list of taxes that are available. Individual taxpayers may still file their taxes through the Free File Program that is described on the Tax Department's website.

2.2 What can taxpayers do with MyTaxes?

All taxpayers who choose to register for MyTaxes access will have the capability to manage and monitor their tax accounts via the internet anytime, anywhere. The following functions can be performed:

- File or amend a return
- View account balance and activity
- Make a Payment
- Change account information such as name and address.

2.3 How does a taxpayer register on MyTaxes?

- a. Taxpayers will navigate to the URL: MyTaxes.WVTax.gov. The link will also be available on the State Tax Department website.
- b. Select the [Log In](#) link, then the [Register for MyTaxes](#) link.
- c. On the new registration screen, fill in all required information.
- d. Taxpayer's have the option to register their account(s) at this time or add them later. Select the **Proceed** button.
- e. Verify that all the information is correct and select **yes** to submit.

Note:

- The User ID is selected by the taxpayer
- Passwords must be 6-12 alphanumeric characters. Must contain at least one alpha and one numeric character.
- ID Number is the FEIN or West Virginia Identification number (WVID)
- Email addresses must be valid to receive confirmation of registration.

2.4 How does a taxpayer register an account?

To register an account - Select the [Add Access to Another Account](#) link and fill in all required information, select **yes**, then the **Proceed** button..

Note:

- The Account Number is the eight-digit account number which can be found on any correspondence received from the Tax Department.
- The Zip Code must match that of the address for the account.

2.5 Logging in for the first time

Once a taxpayer has completed their registration, a confirmation and **Authorization Code** will be emailed to them. The **Authorization Code** must be used to log in for the first time. The code is not needed after the first log in.

3. The Home Page in MyTaxes

3.1

MyTaxes
WVtax.gov

- West Virginia RAPIDS

Log Off

Home

3.1

Your MyTaxes accounts are in balance.

My SUMMARY

Pseudo Employer ID #90-1014259

Legal Name3.3 Edit MYTAXES USER

Location Address210 FAKE ST CHARLESTON, WV 25314

3.5 My Profile

3.4 Add Access to Another Account

3.6 Pending/Completed Requests

3.2

My ACCOUNTS

Id	Type	Name	Frequency	Address	Balance
2199-3397	Mfg Housing	MYTAXES USER	Annual	210 FAKE ST CHARLESTON WV 25314	0.00
					0.00

[FAQ / Help](#) [Tax Homepage](#) [How to use MyTaxes](#) [Contact Us about MyTaxes](#)

3.1 Your MyTaxes accounts balance

This is the balance for all of the accounts the taxpayer has registered in MyTaxes. Tax accounts that are not registered in MyTaxes will not be included in this total.

3.2 My Accounts

This panel lists all of the accounts that are registered in MyTaxes. To access a particular account, select the account number next to the account type.

3.3 Edit Legal Name or DBA Name

Taxpayers can change the **Legal Name or DBA Name** of the registered account. This request will need to be approved by the Tax Department before being processed.

3.4 My Profile

Navigating to the [My Profile](#) link will allow the taxpayer to perform the following actions.

- Cancel online access
- Change password
- Change web name
- Change email address
- Change secret question
- Add a tax account
- Add a payment source

3.5 Add Access to Another Account

From the [Add Access to Another Account](#) link, taxpayers can add access for additional tax types that are registered with the West Virginia State Tax Department.

Note: only approved tax types will be available via MyTaxes, please refer to the list on the main MyTaxes web page for the complete list of taxes that are available.

3.6 Pending/Completed Requests

Taxpayers can view all requests that have been made via MyTaxes. The history list can be populated to go back as far as 365 days. If the taxpayer wishes to view a request that is older than one year, they should enter the confirmation number of that request.

4. Account Summary Page

To access the account summary page, select the [Account ID](#) link from the MyTaxes home screen. The account summary page displays three distinct areas: "*Account Summary*", "*Periods That Require Attention*", and "*Filing Periods*". The user has the ability to view all available information about the specific tax account from this screen.

4.1 Account Summary

Under the account summary panel the user has the ability to change the location and mailing addresses for the account, as well as to view all recent activity and requests. To add or change a name or address:

- a. Select the [Edit](#) link
- b. Enter all required and new information
- c. Select the **Proceed** button
- d. Enter your **password** and select **yes** to submit your change.

4.2 Filing Periods that Require Attention

Periods that require attention are those periods that have not been filed and are past due, or outstanding. Periods that had returns started and saved, but not submitted will also show as needing attention. Periods that have a balance due will also require attention.

4.3 Filing Periods

This panel lists all future and past filing periods. The user has the option of viewing all filing periods from current as far back as 12 months, 24 months, or All Available. Returns can be viewed, amended, and paid from this panel.

Note: not all returns will be available to be viewed. The agency has decided to not allow taxpayers to view returns prior to January, 2007 or those that are more than 3 years old. Please contact Taxpayer Services if you have questions about returns that are not available.

5. File a Return in MyTaxes

Taxpayers can file, amend, and print their returns online without sending paper copies to the West Virginia State Tax Department.

Note: MyTaxes uses Adobe Reader to open returns. Taxpayers unable to open and print returns should navigate to www.adobe.com/products/acrobat/readstep2.html to download the latest version of the software. This link can also be found in the FAQ's.

5.1 File a Return

If a taxpayer wishes to file a return online, they will complete the following steps.

- a. [File Now](#) will take the taxpayer to the return for a specific filing period.
- b. Enter all required information
- c. Select the **Proceed** button to confirm the submission
- d. The taxpayer will be asked to enter their password when submitting the return. This is the same password that they use to log into MyTaxes.
- e. The taxpayer will receive a confirmation message with a confirmation number. They can print this information if desired. The confirmation number can be used to refer to the transaction when talking to a Tax Department representative.

5.2 Amend a Return

If a taxpayer wishes to amend a return that *has been processed*:

- a. Select [View Return](#)
- b. Select the **Amend** button and make the necessary changes.
- c. Submit the amended return following the same submission steps as before.

If the taxpayer wishes to change a return that *has not been processed*:

- a. Select [View Request](#).
- b. Select the **Change** button and make the necessary changes.
- c. Submit the return.

Note: The taxpayer can change or withdraw a return that has not been processed. This is not considered an amended return.

- a. Select [View Request](#).
- b. Select the **Change** button and make the necessary changes.
- c. Submit the return.

5.3 Print

- a. Click the **Print** button.
- b. The taxpayer should not send the printed return. The printed return is for the taxpayer's personal records only.

6. Make a Payment in MyTaxes

Users have the ability to make payments online. Payments can be made by ACH Debit or with a credit card. Users have the ability to save their payment information if they choose. All credit card transactions will be processed through third party providers.

6.1 Make a payment using your bank information

- a. Select the [Pay](#) link for the period that you wish to pay.
- b. Choose a payment type (i.e. return payment)
- c. Enter all required information
- d. Submit

6.2 Make a payment using a credit card

- a. Select the [Pay](#) link for the period that you wish to pay.
- b. At the top of the MyTaxes payment screen there is a notice about Credit Card payments. Select [Click Here](#) to navigate to the third party provider's site.

Note: Credit Card providers charge a fee for their services. The ability to pay by credit card may not always be available.

6.3 Pay your MyTaxes account balance

- a. This is the total balance for all taxes registered on the MyTaxes website. This does not include any accounts that are not registered on the site.
- b. Select the [Pay Account Balance](#) link on the home screen

6.4 Save payment information

Users have the option to save payment information in their web profile. Payment information is not saved automatically. The option to save this information must be selected by the taxpayer.

- a. Enter the correct Bank Routing Number and Bank Account Number
- b. Select Checking or Savings
- c. Click the box next to **Save payment source info for future use** so that a ☒ displays.
- d. Enter a Source Name (*this can be anything that the taxpayer wishes to use*) the information will be stored in the taxpayer's profile. The next time they make a payment, the saved information will automatically display. If they wish to use different information, simply select **New Payment Source**.